



Boarding Policies

1. Vaccinations:

The health and safety of all our guests is our highest priority. All guests must be in good health and not had any evidence of illness and disease for the past 14 days. For the protection of other guests, any communicable conditions will not be allowed. Guests that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted. Therefore, we require that all guests that are staying at Salty Paws Pet Resort must be current with their vaccinations with proof of current vaccinations administered by a veterinarian. This must be received by Salty Paws Pet Resort 7 day's prior to check in date. The required vaccinations and test are: Rabies (1 or 3 years), DHLPP (distemper)(1 or 3 years), Bordetella and negative fecal test must be performed every 6 months.

2. Health

All dog(s) must be in good general health to stay at Salty Paws Pet Resort. Any dog known to have been exposed to a contagious virus must wait 30 days or until clearance by their veterinarian before visiting Salty Paws Pet Resort.

3. Internal Parasites

If internal parasites are discovered, the pet will be quarantined and the owner will be called to discuss a plan of action regarding obtainment of veterinary treatment. A negative test for internal parasites from the pets veterinarian will be required prior to the next visit.

4. Heartworm

All dog(s) must be on monthly heartworm preventions program such as: Interceptor, Heartguard, Triflexis or Sentinel.

5. Flea and Tick Prevention

We follow a rigorous program of flea and tick prevention. All pets will be checked. If any are found, the dog(s) will be treated immediately, at the owners expense, before being allowed to enter the housing area.

6. Behavior

Dog(s) may not be accepted for boarding if they show signs of or have a history of, severe aggression or separation anxiety. A daily handling fee may be charged for dogs that are difficult to manage. We reserve the right to decline services to any dog or individual.

7. Minimum age

Puppies must have complete the full series of vaccinations, including the rabies vaccine, no less than 72 hours (three days) prior to their visit.

8. Personal Items

At Salty Paws Pet Resort, we do everything in our power to make sure our guest are as content and comfortable as possible. We ask for your cooperation in limiting the amount of belongings you send with your dog(s) to one or two favorite items which can be laundered and/or sanitized daily using our in house washing equipment and are labeled with your dog(s) name. Please be aware these articles may be lost or damaged due to our daily sanitation procedures. We cannot be responsible for items left with us.

9. Food/Treats

We use grain free premium dog food at Salty Paws Pet Resort. You are welcome to provide your dog(s) food from home if you prefer. Please place your dog (s) food in a sealed container with your dog(s) name placed on it with written instructions. Dog(s) are served two meals a day, breakfast in the morning and dinner in the late afternoon. Arrangements can be made if your dog has specific requirements. In addition, we provide house treats to our guests, please let us know if your dog is on a special diet or could be allergic.

10. Medications

Please bring all prescription medication in the original labeled container with Pets name and dosage. Vitamins and OTC may be provided in a temporary container with dog(s) name and dosage. We do not charge to administer medications.

11. Bedding/Toys

We accept pet blankets, towels, and toys that can be laundered and/or sanitized daily. Extremely large blankets, beds and stuffed bedding that can not be easily laundered using our in house equipment cannot be accepted.

12. Check -in/ Check -out

When making your reservations please provide an AM or PM choice when making your reservation. Our check in times are Monday thru Saturday 8:00am – 11:00am and 3:00pm-5: 00pm. Sunday check in 9:00-11:00 and 3:00pm-5:00pm. All pets should arrive for check-in at least 30 minutes prior to the time the lobby closes. Check out times are 8:00am-11:00 am Monday thru Saturday and Sunday 9:00am-11:00am. Checking out after these times, will receive a late check out fee of \$10.00 per dog(s). If you need to make special arrangements, please let us know when you are making your reservations, so that we can make the proper preparation for your dog(s). Owners that do not pick up their dog (s) by closing time, will be charged the appropriate rate.

13.Lobby Hours

Monday- Saturday: 8:00 am-11:00am and 3:00pm-5: 30pm
Sunday: 9:00am-11:00am and 3:00pm-5: 30 pm.

14.Room assignments

Salty Paws Pet Resort makes every effort to ensure all guests enjoy their vacation away from home. We reserve the right to re-assign dog(s) to different rooms if they exhibit destructive or disruptive behaviors.

15.Non-emergency Care

Some dog(s)react differently to a new environment and separation from their owners. In non-emergency situations (diarrhea, loss of appetite), we will contact you to discuss the best plan of care for your dog(s).

16.Emergency Care

If a medical problem occurs with your dog (s). we will assess your dog and contact you or the designated emergency contact person. If unavailable, we will take your dog (s) to a nearby veterinarian or nearest emergency clinic. All charges for veterinary care and transportation will become owner's responsibility.

17.Holidays

We are closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Years Day. We will be fully staffed, but check in and check out is not available on these days. In addition, our lobby closes at 12:00pm Thanksgiving Eve, Christmas Eve, and New Years Eve.

18. Cancellation

We require that guest accommodations must be cancelled no later than 8:00am one (1) days prior to scheduled arrival date. **If reservations are called after that time, a \$25.00 per dog cancellation fee will be charged. Holiday guest accommodations must be cancelled or changes must occur at least three (3) days prior to schedule arrival, otherwise you will charge a holiday cancellation fee of \$50.00. Please refer to above Holiday days for Salty Paws Pet Resort.**

19. Rates/ Services

All rates and services are subject to availability and change.

20. Abandoned Dog(s)

In the case of abandoned dog(s), Salty Paws Pet Resort will comply in accordance to the guidelines provided by the State of North Carolina Abandoned Animal Statue for the abandonment of animals by owner; procedure for handling. I also acknowledge that I will be fully responsible for all attorneys' fees and associated costs if I abandon my dog(s).